

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (H1) Competition Review System

TA No:	249-Rev4		
Task Area Monitor:		Alternate Task Area Monitor:	None
NASA POC:	None	Software Control Class:	Low Control
Type of Task:	Recurring Task		

2. **BACKGROUND**

None required.

3. **OBJECTIVE**

To provide general IT support for the Competition Review Sysytem (CRS). General IT Support includes but is not limited to end user support, operations and maintenace support, and enhancements identified by the TAM.

4. **GENERAL IT SUPPORT SERVICES**

Services Specified Through Exhibit A:

Services to be provided include, but are not limited to:

- 1.) Archive 2009 current submissions & reviews for the College Contests.
- 2.) Archive 2010 submissions and reviews for the High School contest if the contest closes within this period of performance. The College contest may be archived under another revision dependent upon the contest closing date.
- 3.) Provide end user support as requested.

General IT Support Services Performance Metrics

Performance Standard: Response to requests for help is given within Four hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given

Performance Metrics:

Exceeds: "Meets" and customers rate service as very-good to excellent.

Meets: Response to requests for help is given within four hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Customers rate service as unsatisfactory

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

Regular review meetings will be scheduled between the Contractor and the customer.

11. PERIOD OF PERFORMANCE

This TA is effective from 03/01/07 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50% Timeliness: 50%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding last submitted on 05/21/2009.

15. MILESTONES

None required.

16. DELIVERABLES

None required.

17. FILE ATTACHMENTS

None.